

## LEAN MANUFACTURING CLASS HELPS COMPANY REDUCE DEFECTS

**ABOUT BRITTEN STUDIOS.** Britten Studios creates banners for racing, sport venues, locker rooms, advertisements, and much more. In 1984, Paul Britten and a couple friends entered and won a banner contest for World Series tickets. Paul went on to found Britten in 1985. The company currently has more than 300 employees and is located in Traverse City, MI.

**THE CHALLENGE.** David Stapleton, Vice President of Operations for Britten, attended a Lean Manufacturing Champion class with the Michigan Manufacturing Technology Center's Traverse City Office, part of the MEP National Network. He quickly realized that the company's issues with over production, duplicative transactions, and difficulty with deadlines were problems that could be reduced or resolved.

Britten was in serious need of help and decided it was time to adjust its work spaces with lean initiatives in order to grow as a company and a brand.

**MEP CENTER'S ROLE.** Britten Studios immediately started applying principles from the Lean Champion classes to its work place.

A huge change, which resulted in immediate improvements, was in its visual management. The company implemented graphs, instructions, and data analyses all around its facilities to help each worker understand goals. Britten also restructured many of its staging areas (i.e. where layout, cutting, and printing happens). These changes have allowed for a drastic reduction in time wasted and total overtime hours.

"Utilizing the training services at The Center allowed us to build a team of Lean Champions. Without that training this battleship would be turning around a lot slower."

-Dan Rinehart, QA Specialist-Continuous Improvement

## RESULTS



Reduced defects by **80%**



**78%** reduction in overtime hours



Changed mindset from "that's the only way to do it" to "can always be improved"

## CONTACT US



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